

# **Stranmillis Primary School**

## **Communication Policy**

### **Parents/Carers**



**Version: September 2025**

**Ratified by Stranmillis PS Board of Governors: November 20205**

# Guidance for Parents and Carers

## Rationale

Effective communication between school and home is essential for supporting pupil learning and wellbeing. At Stranmillis Primary School, we primarily use email and Seesaw to communicate with parents and carers. These platforms allow staff, including teachers, the Senior Leadership Team (SLT), and Mrs Wilson, to share important information, documents, updates, reminders, and pupil work.

To ensure communication is clear, respectful, and purposeful, we ask all parents and carers to follow the guidance outlined below.

## General Principles

- **Check regularly:** Please check your email and Seesaw accounts frequently to stay informed.
- **Use official channels:** Only use the school-provided email account or Seesaw for communication with staff.
- **Open door policy:** We welcome communication and encourage parents to contact the school office to arrange meetings if concerned or there is a need to pass sensitive information to the class teacher.

## Email and Seesaw Communication Guidelines

When corresponding with staff via email or Seesaw, please be mindful of the following:

### Appropriate Use

- Use email or Seesaw for **non-urgent** matters only.
- For **urgent or vital messages**, please **telephone the school office** directly.
- Children are not permitted to email teachers.

### Response Times

- Staff aim to respond within 48 hours to straightforward requests.
- For more complex queries that may require consultation or investigation we will endeavour to respond within ten working days
- Staff will not respond to messages after 4:00pm, during weekends, or over school holidays.

## Professional Conduct

- Messages should reflect courteous and professional language. Staff may not respond to messages that are discourteous or inappropriate.

## Sensitive Matters

- For contentious, emotional, or confidential issues, please arrange a telephone or face-to-face meeting via the school office.
- When forwarding emails, ensure sensitive information is removed and obtain permission from the original sender.

## Privacy and Legal Considerations

- Emails stored on the school server may be subject to Freedom of Information requests and may be publicly accessible unless exempt by law.

## Seesaw-Specific Guidance

- Please **read all task instructions carefully** before contacting staff with questions.
- Work uploaded to Seesaw will not be marked instantly due to ongoing teaching responsibilities.
- Communication with staff must be through the parent account. Staff will not respond to concerns raised through the pupil's account.

## Contacting the School

If you have concerns or need to share sensitive information, please contact the school office. The class teacher will follow up with you directly.

This policy is designed to foster respectful, efficient, and supportive communication between home and school. Thank you for your cooperation.